📘 User Stories – Customer Onboarding & Workflow Automation Platform

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🧑‍💼 Personas (Actors)

- **Customer Operations Executive (Ops User)**
- **Manager**
- **Compliance Officer**
- **System (Backend / Workflow Engine)**

🟦 Epic 1: Customer Onboarding Submission

US-01: Submit Customer Onboarding Request

As a Customer Operations Executive
I want to submit a new customer onboarding request
So that the onboarding process can be initiated digitally

Acceptance Criteria:

- Mandatory fields (name, email, phone) must be provided
- Email format must be valid
- Duplicate customers should not be allowed
- On successful submission, status = NEW

US-02: Validate Customer Data

As a System
I want to validate customer data at submission
So that incorrect or incomplete data is prevented early

Acceptance Criteria:

- Backend validates all mandatory fields
- Invalid requests return meaningful error messages
- Validation logic resides in Spring Boot, not Appian

🟦 Epic 2: Workflow & Role-Based Approvals

US-03: Operations Review

As an Operations User
I want to review submitted onboarding requests
So that I can ensure basic information is correct

Acceptance Criteria:

- Ops users can view requests with status `NEW`
- Ops can approve or reject requests
- On approval, status = `IN_REVIEW`
- On rejection, status = `REJECTED`

US-04: Manager Approval

As a Manager
I want to approve or reject onboarding requests
So that only valid customers move forward

Acceptance Criteria:

- Only Manager role can perform this action
- Manager comments are mandatory
- Approved requests move to Compliance stage
- Rejected requests update status to `REJECTED`

US-05: Compliance Check

As a Compliance Officer
I want to perform a compliance review
So that regulatory requirements are met

Acceptance Criteria:

- Compliance can approve or reject requests
- Compliance decisions are logged
- Approved requests move to final approval
- Rejected requests are marked `REJECTED`

🟦 Epic 3: Status Tracking & Visibility

US-06: Track Onboarding Status

As an Operations User
I want to track onboarding status in real time
So that I know where each request stands

Acceptance Criteria:

- Status is visible in Appian dashboard
- Status reflects latest workflow action
- Status values are consistent across systems

US-07: View Onboarding Details

As a Business User
I want to view customer onboarding details
So that I can understand approval history

Acceptance Criteria:

- Display customer details
- Display approval history in chronological order
- Show role, action, timestamp, and comments

🟦 Epic 4: Audit & Compliance

US-08: Maintain Approval Audit Trail

As a Compliance Officer
I want a complete audit trail of approvals
So that the system meets compliance requirements

Acceptance Criteria:

- Every approve/reject action is logged
- Audit records are immutable
- Audit data is stored in Oracle

US-09: Enforce Role-Based Access

As a System
I want to restrict actions based on user roles
So that unauthorized actions are prevented

Acceptance Criteria:

- Only assigned roles can access approval tasks
- Unauthorized API calls are rejected
- Role validation occurs in backend

🟦 Epic 5: System Reliability & Error Handling

US-10: Handle Backend Failures Gracefully

As a Business User
I want meaningful error messages
So that I understand when actions fail

Acceptance Criteria:

- API failures return user-friendly messages
- Workflow retries are handled gracefully
- Partial updates are avoided

🟦 Epic 6: Integration & Extensibility

US-11: Integrate with External KYC Services (Future)

As a Compliance Officer
I want onboarding data to integrate with KYC systems
So that customer verification can be automated

Acceptance Criteria:

- KYC integration is modular
- Failures do not block core onboarding
- KYC status is tracked separately